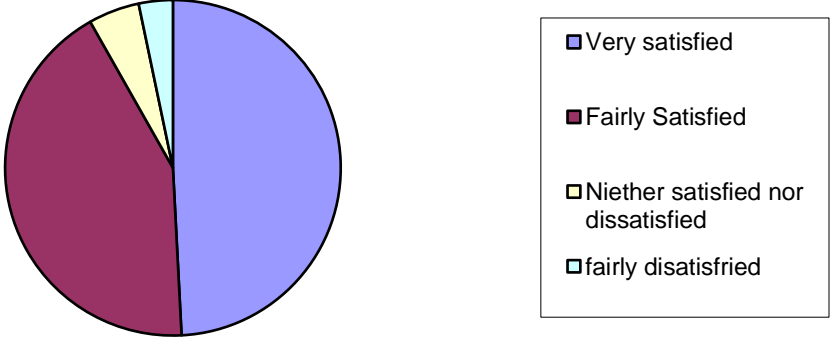


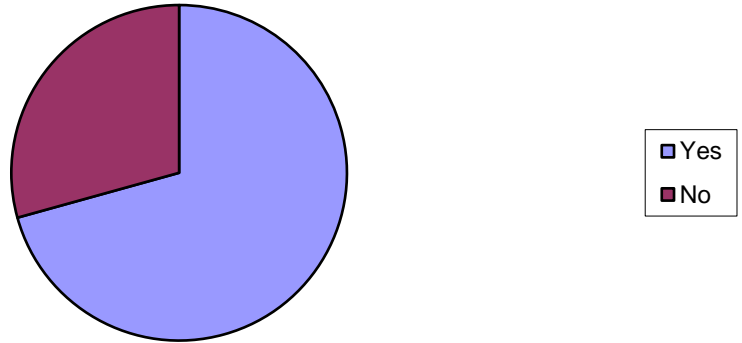
I. YOUR OVERALL SATISFACTION

In general how satisfied are you with the care you get at the surgery

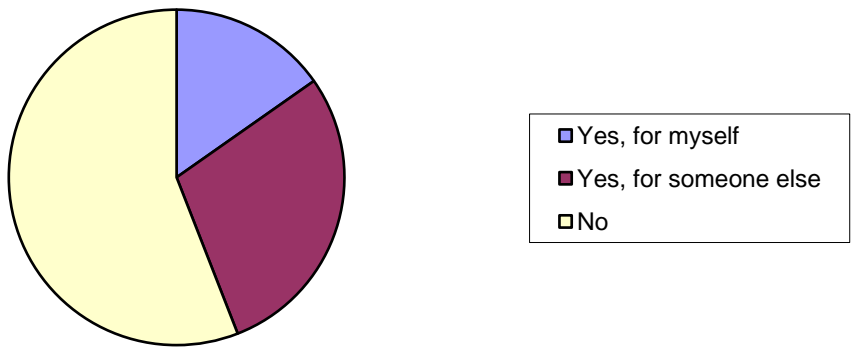


J. OUT OF HOURS CARE

If you wanted to would you know how to contact an out of hours GP service

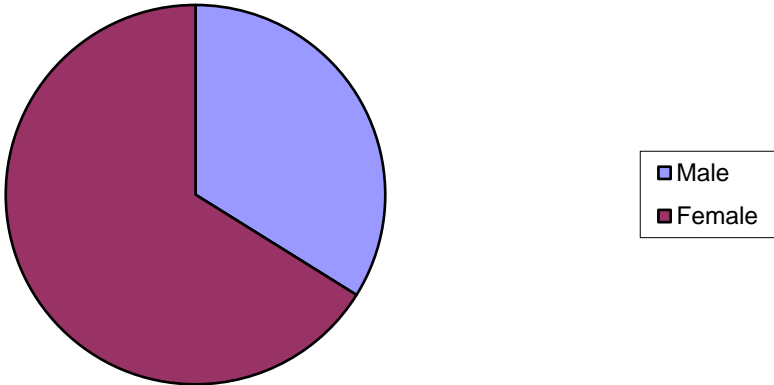


In the past 6 months have you tried to call an out of hours GP service

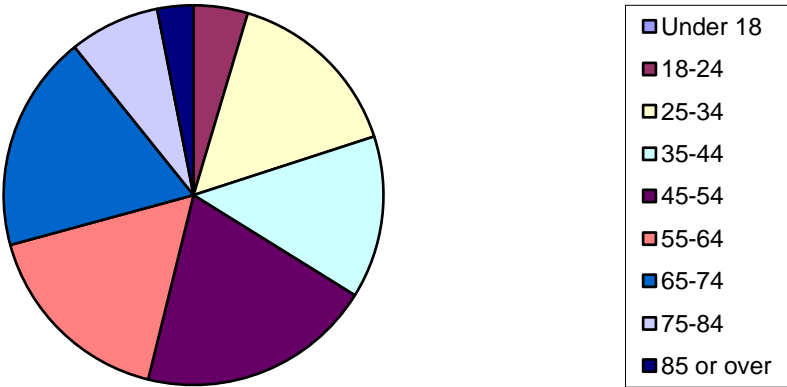


K. SOME QUESTIONS ABOUT YOURSELF

Are you male or female?



How old are you?



A. ABOUT YOUR GP SURGERY OR CENTRE FOR HEALTH

Q.1 How easy do you find it to get into the building at your gp surgery

Very Easy
57
67%

Q.2 How clean is your GP Surgery or Health Centre?

Very Clean
38
55%

Q.3

Yes, But I don't mind
43

Q4

Very helpful
43

Q5i

Haven't tried
5

Q5 ii

Havent tried
13

Q5 iii

Haven't tried
19

Qiiii

Haven't tried
17

Q6

Yes
64

Q7

Yes
56

Q8

There weren't any appointments
38

Q9

Yes
51

Q10

Yes
36

Q13

I don't normally have appointments at a particular time
0

Q14

I don't have to wait too long
20

Q15

Yes
53

Q16	Always or almost always	23
Q17	Very satisfied	38
Q18	Yes	8
Q19	Before 8am	10
Q20i	Very Good	38
Q20ii	Very Good	37
Q20iii	Very Good	37
Q20, Part 4	Very Good	32
Q20,Part 5	Very Good	32
Very Good	Q20, Part 6	34
Q20, Part 7	Very Good	35
Q21	Yes, definitely	48
Q22	Yes	48
Q23	Haven't tried	7
Q24	Very good	28
Q24a	Very good	28
Q24b	Very good	26
Q24c	Very good	25

Q24d	Very good	24
Q24e	Very good	25
Q24f	Very good	25
Q25	Very satisfied	30
Q26	Yes	11
Q27	Yes	10
Q28	Yes	8
Q29	Yes, definitely	4
Q30	Yes	41
Q31	Yes, for myself	9
Q32	Male	21
Q33	Under 18	0

Fairy Easy	Not very easy	
	19	8
	23%	10%
Fairly Clean	Not Very Clean	
	29	2
	42%	3%
Yes, and I am not happy about it	No, other patients cannot overhear	
	22	0
Fairly helpful	Not very helpful	
	21	4
Very easy	Fairly easy	
	8	25
very easy	fairly easy	
	6	8
Very easy	Fairly easy	
	5	6
Very easy	Fairly easy	
	5	11
No	Can't remember	
	1	0
No	Can't remember	
	15	0
The times offered didn't suit me	The appt was with a GP I didn't want to see	
	1	9
No	Can't Remember	
	19	0
No	Can't remember	
	23	5
I am seen at my appointment time	Less than 5 minutes	
	1	1
I have to wait a bit too long	I have to wait far too long	
	15	22
No	There is only one GP at the surgery	
	15	0

A lot of the time	Some of the time	20
		15
Fairly satisfied	Neither satisfied nor dissatisfied	4
		21
No		
		3
At Lunchtime	After 6.30pm	10
		7
Good	Neither good nor poor	3
		22
Good	Neither good nor poor	1
		22
Good	Neither good nor poor	3
		21
Good	Neither good nor poor	2
		26
Good	Neither good nor poor	3
		24
Good	Neither good nor poor	3
		23
Good	Neither good nor poor	4
		20
Yes, to some extent	No, not at all	2
		15
No		
		13
Very easy	Fairly easy	21
		27
Good	Neither good nor poor	3
		20
Good	Neither good nor poor	3
		20
Good	Neither good nor poor	3
		20
Good	Neither good nor poor	2
		20

Good	Neither good nor poor	4
	18	
Good	Neither good nor poor	4
	22	
Good	Neither good nor poor	2
	18	
Fairly Satisfied	Neither satisfied nor dissatisfied	3
	26	
No	Don't know/can't say	1
	5	
No, I didn't want a discussion	No, I would have liked a discussion	0
	1	
No	Can't remember	0
	0	
Yes, to some extent	No, not at all	1
	7	
No		
	17	
Yes, for someone else	No	33
	17	
Female		
	41	
18-24	25-34	10
	3	

Not at all easy	0 0%		
Not at all Clean	0 0%	Don't know	0 0%
Don't Know	3		
Not at all helpful	1		
Not very easy	9	Not at all easy	24
Not very easy	6	Not at all easy	17
Not very easy	5	Not at all easy	7
Not very easy	4	Not at all easy	5
I could have seen a nurse but I wanted to see a doctor	3		4
5-15 mins	16	16-30 mins	24
No opinion	10		

Never or almost never	Not tried at this GP Surgery	6	6
fairly dissatisfied	very dissatisfied	0	1
On a Saturday	On a Sunday	25	0
Poor	very poor	4	0
Poor	very poor	1	1
Poor	very poor	1	2
Poor	very poor	1	2
Poor	very poor	2	2
Poor	very poor	1	2
Poor	very poor	3	3
Don't Know/cant say		1	
Not very easy	Not at all easy	4	0
Poor	Very poor	2	0
Poor	Very poor	2	0
Poor	Very poor	2	0
Poor	Very poor	3	0

Poor	Very poor	0
	2	
Poor	Very poor	0
	0	
Poor	Very poor	0
	4	
fairly dissatisfied	very dissatisfied	0
	2	
Can't remember		
	1	
Don't Know		
	0	
35-44	45-54	
	9	13

Don't know

0

don't know

12

Don't know

12

Don't know

12

3

more than 30 mins

25

Cant remember

1

Im not sure when the surgery is open

3

doesn't apply

0

doesn't apply

0

doesn't apply

0

doesn't apply

1

doesn't apply

1

doesn't apply

1

doesn't apply

0

don't know

1

doesn't apply

0

doesn't apply

0

doesn't apply

0

doesn't apply

0

doesn't apply

2

doesn't apply

0

doesn't apply

1

55-64

65-74
11

75-84
12

85 or over
5 2